

MLTI

Clear Activation Lock for MLTI iPad

Updated October 21st, 2015

This document describes two options to clear Activation Lock for MLTI iPad.

Option 1: Clear Activation Lock with Bypass Code collected in JAMF (page 2)

This process will clear Activation Lock immediately. This process requires that the MLTI iPad be Supervised, running iOS 7.1 or later and requires that the Activation Lock *NOT* be activated prior to upgrading to iOS 7.1.

Requirements for option 1:

- MLTI IV iPad in Activation Lock (iPad with Retina Display, iPad mini, iPad Air or iPad mini with Retina Display)
- Active connection to public internet
- JAMF Site Admin credentials for <https://maine.jamfcloud.com>
- USB Lightning Cable*
- iTunes*

Option 2: Email Activation Lock Request (page 7)

If you cannot clear Activation Lock through option 1, please complete the request form on the last page of this document and send directly to ww_pv_dep@apple.com. This process can take 2-10 business days depending on the quantity of requests submitted.

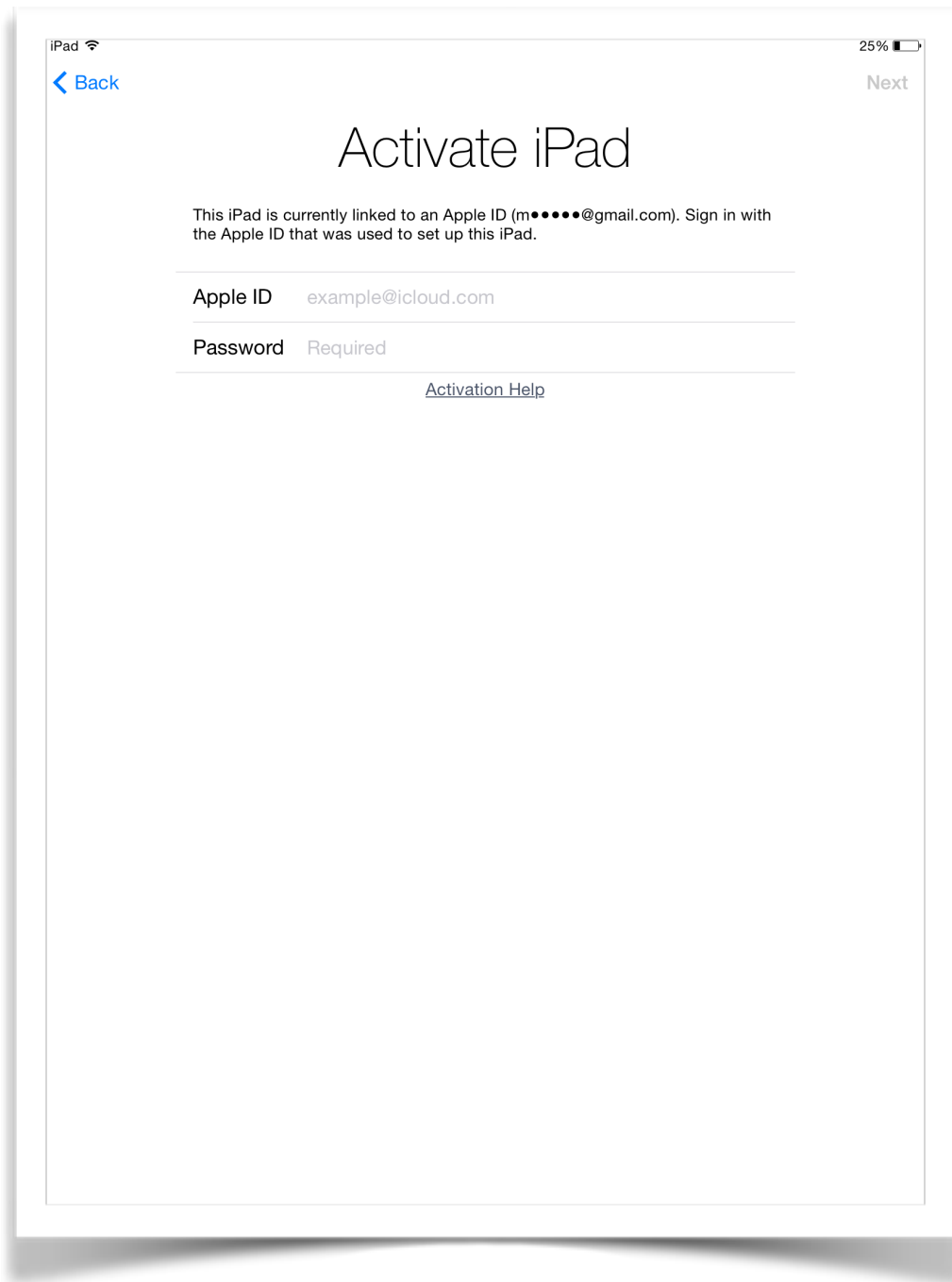
Requirements for option 2:

- Serial Number(s) of locked device(s)
- Active email account with connection to public internet

OPTION 1







Clear Activation Lock with Bypass Code collected in JAMF

Step One: Verify that the MLTI iPad is in Activation Lock









Step Two: Look up the device record at <https://maine.jamfcloud.com>. Mobile Devices > enter asset tag or serial number > click search. Click the device record and go to the Management tab > Activation Lock

iPad

Inventory	Management	History
 Management Commands 0 Pending, 0 Failed	Activation Lock Bypass Code Get Activation Lock Bypass Code	
 Configuration Profiles 1 in scope		
 Activation Lock Configured		
 Apps 2 in scope		
 eBooks 1 in scope		
 Mobile Device Groups 2 smart, 0 static		

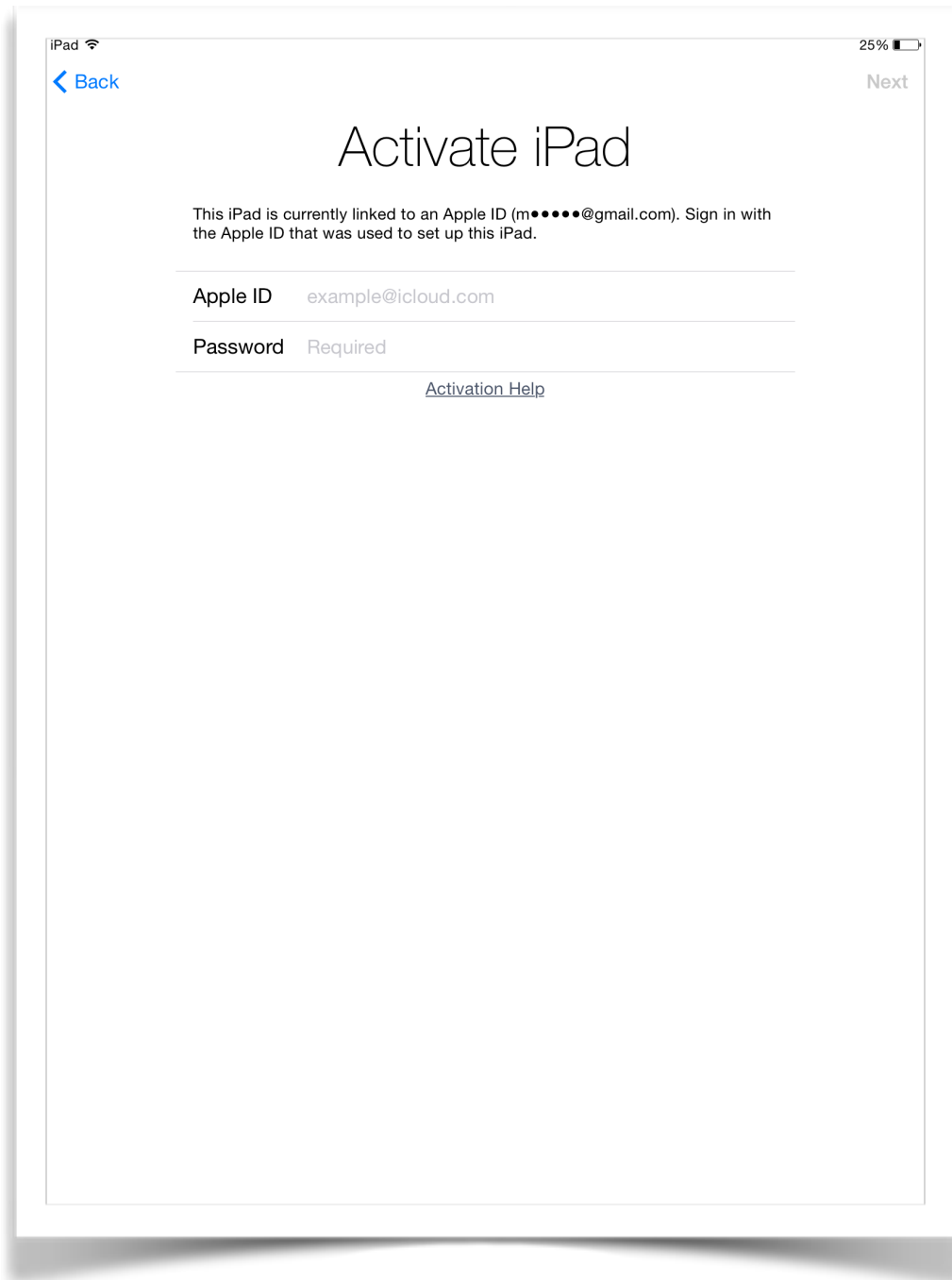
Step Three: Click "Get Activation Lock Bypass Code". This will display the code that will be used in Step four.

iPad

Inventory	Management	History
 Management Commands 0 Pending, 0 Failed	Activation Lock Bypass Code Activation Lock Bypass Code: YUXNL-USE6E-476G-6J44-FQ3F-QHP6	
 Configuration Profiles 1 in scope		
 Activation Lock Configured		
 Apps 2 in scope		
 eBooks 1 in scope		
 Mobile Device Groups 2 smart, 0 static		

This code will be unique for each device. It is also reset each time a device is erased (for Supervised devices only).

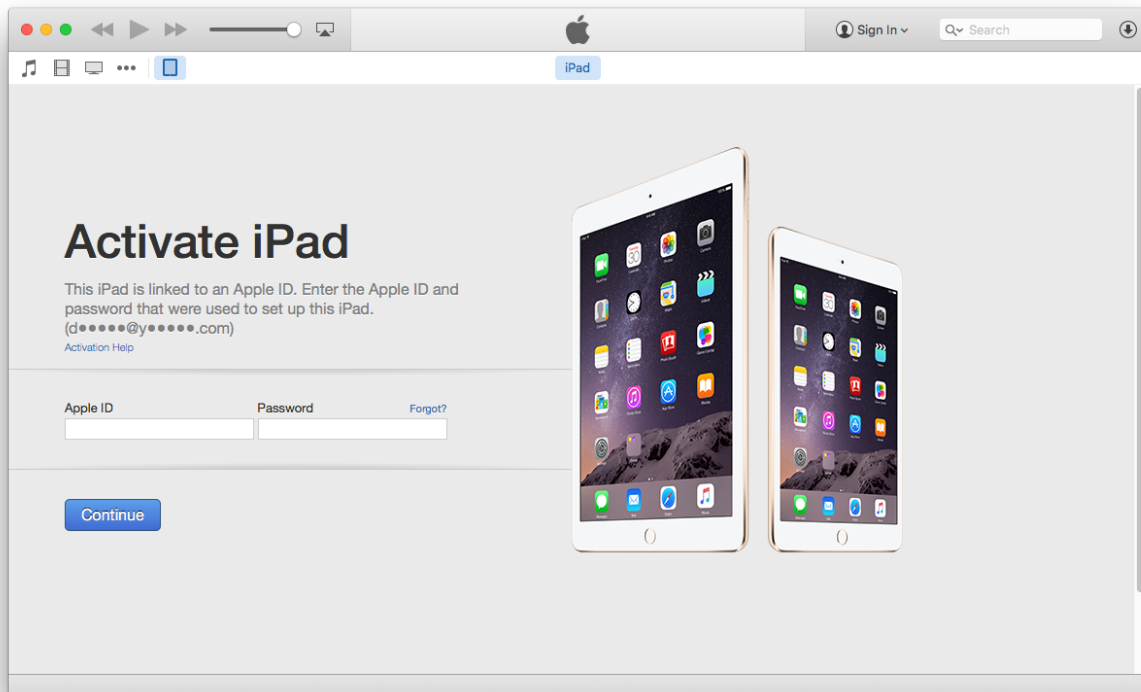
Step Four: Leave the 'Apple ID' field blank and enter the Activation Lock Bypass Code in the 'Password' field. Click "Next" in the top right corner. User can now complete the remainder of setup on the iPad



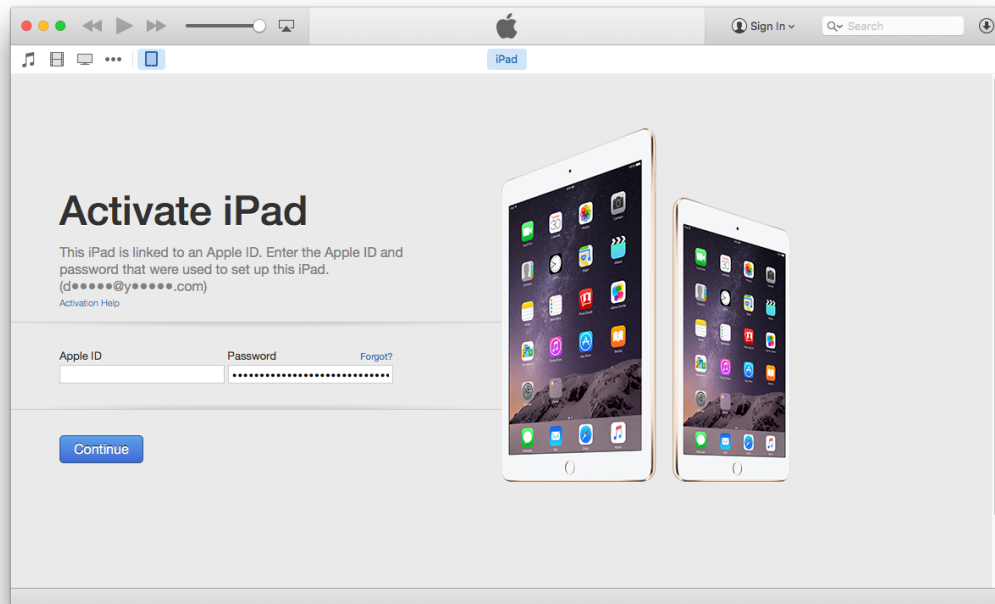
Alternate Method for Option 2: Copy & Paste the Activation Lock Bypass Code using iTunes

Follow Steps One through Three above.

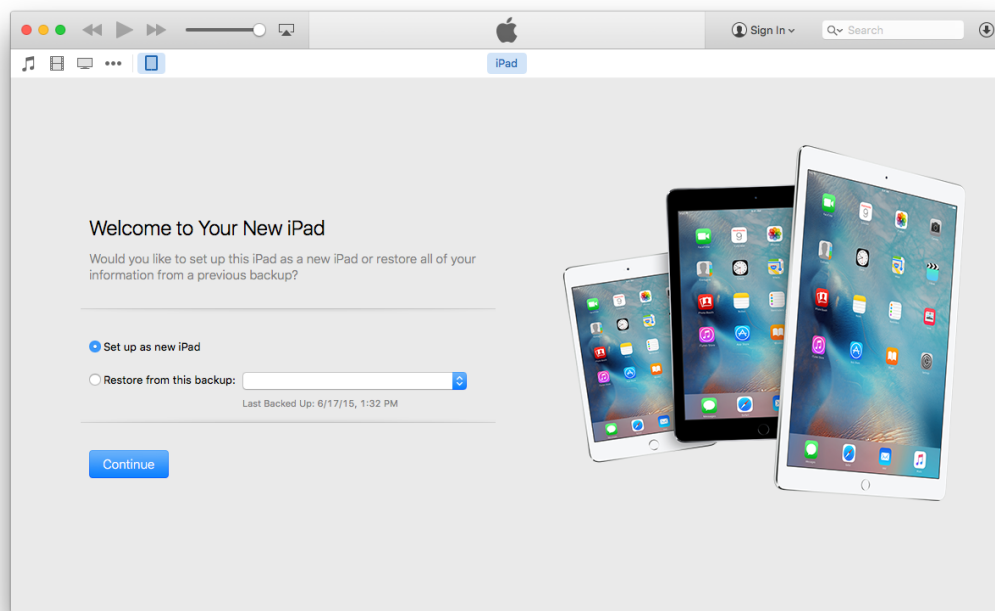
Step Four: Connect iPad to iTunes via USB Lightning cable



Step Five: Leave the 'Apple ID' field blank and enter Activation Lock Bypass Code into 'Password' field



Step Six: Disconnect iPad. End user completes Setup Assistant on device.



OPTION 2

Email Activation Lock Request

If you are unable to clear Activation Lock using option 1, please copy and paste the request form below into an email, complete the items in **red**, and send the entire form directly to ww_pv_dep@apple.com. You will receive a response in 2 to 10 days.

Request Form:

_____ copy text below this line _____

I am requesting the following devices have Activation Lock removed, and verification of ownership be done via DEP for the device(s) listed below.

DEP Sold-To: 834711

DEP Organization Name: Maine State Dept Of Education

Product Serial Number:

Product Description:

REASON TO DISABLE FIND MY IPHONE ACTIVATION LOCK: (Why the user cannot unlock the device, ie. "User left the district.")

Business/Institution Name:

Requestor Name:

Phone Number:

Street Address:

City/State:

Postal Code:

Email Address:

*Unlock Authorization Statement: I _____ representing
_____ authorize Apple, Inc. to unlock the devices listed.*

_____ copy text above this line _____

If you require additional assistance please contact the MLTI AppleCare Help Desk at (800) 919-2775 pin 4MLTI, or <https://acbd.apple.com/mlti/>